Review and
Adjustment

Paternity
Establishment

Case
Structure

Case events/
Dispositions

Court Order/
financials

Processing
Status

Support
Establishment

Medical
Insurance

Worklist

REVIEWING CASES IN ACTS
(CSE Attachment C)

Objectives:

$\Rightarrow$ Provide a tool to assist in identifying training needs.

$\Rightarrow$ Ensure cases are being processed according to IV-D Policy and ACTS procedures.

$\Rightarrow$ Provide feedback to agents, supervisors and IV-D management staff regarding effective case management and quality.

$\Rightarrow$ Develop consistency in case reviews.

$\Rightarrow$ Tool to identify the practices of the most productive workers and share these practices with other staff to enhance productivity.

Quality Review Instructions:

The reviewer can select cases randomly from the ASR, worklist, XPTR reports, court calendar, telephone/office log, day sheets, scheduling maintenance etc. Our goal is to

provide high quality services to our customers. The following scale is consistent with performance management plan expectations and measures for the level of quality being performed by individual agents and the county unit. Instructions are submitted as a guide for a full case review; however all elements apply in conducting a consistent quality review of the case management process. ** Line items # 9-13 , 20 and 21 should be reviewed in **EVERY** case. The following scale is the one being used in state operated offices.

OUTSTANDING: **95% - 100%**
VERY GOOD: **90% - 94%**
GOOD: **85% - 89%**
BELOW GOOD: **80% - 84%**
UNSATISFACTORY: Below 80%

Case Structure/Intake

1.-5. Review case events, attached notes and dates. Review the "APPL DT/AMT field on C6B (02.02, IV-D #, F9). Ensure the "FEE" and "APPL DT/AMT" fields are completed for the appropriate cases. When these fields are completed, a "CFEE" event is also created.

6.   Review case processing status (02.02, F9, F9). Ensure that all POTN, RES, MAIL addresses and open employer records are updated, if not the case will result in the incorrect processing status.

7.   Review case events (02.10). Ensure notes are attached correctly to case events and dispositioned correctly and appropriately.

8.   Review worklist maintenance (03.01) for IV-D case and , NCP's MPI using View Option #3.   Ensure all worklist items associated with case and NCP are reviewed, processed according to IV-D policy and ACTS procedures and deleted.

9.   Review client account statement (05.08 client's MPI#) and EIS .   The URPA balance is reflected on the top balance line with today's date in the "URPA Open" column. If the case is currently TANF status, make sure the current month's grant is reflected. If the case is a TANF case or prior TANF case, the grant amounts should be reflected for each month received. If the grants are not shown monthly, check to see if an "ADJM" line is reflected with notes attached that the adjustment has been done to add these grant amounts.

10. Review client welfare summary (02.13, client's MPI#) and EIS case data.   If grant information found in EIS for the months listed on the client welfare summary screen is missing or incorrect, look for correct grant information in the "Grant ADJ " column. Especially important current month grant information. Compare all

corresponding EIS information (dates, AFDC worker#, status etc.) with the ACTS case. The ACTS case should mirror EIS information.

11. Review case events (02.10). Was case handled with proper case management according to IV-D policy and ACTS procedures? If not, was justification documented clearly?

12. Review the IV-D status field on C6B (02.02, F9, F9) and EIS. Ensure the ACTS case is coded the same status as EIS.

13. Review address maintenance for client (02.05 client MPI#). If the case is TANF/MAO, make sure the address matches EIS. If the client is NPA status, make sure a MAIL address exist.

14. Review worklist maintenance (03.01) for IV-D case and , NCP's MPI using View Option #3.   Ensure all worklist items associated with case and NCP are reviewed, processed according to IV-D policy and ACTS procedures and deleted.

NON-COOP

15. Review case events (02.10). If TANF/MAO case, did client fail to cooperate with IV-D? If so, was the case referred for non-cooperation? Check to see if "Y" to "N" filed completed on Screen C8C and NCOR case event created.   If client was non-cooped and later cooperated, did agent change the "N" back to "Y" and the NCOD case event created.

** Are there IAP1, ICL2, APFI case events created? If so, there should be documentation in the notes attached relating to the result of the appointment. Make sure the appointment was dispositioned correctly (from the scheduling maintenance not case event).

LOCATION

16. Review locate events on NCP participant level (02.10, NCP's MPI#).

17. Review NCP address maintenance (02.05) for a verified "MAIL" out of state address.   Review case events to determine if case was referred for interstate action if appropriate.

18. Review case events and NCP participant events (02.10) to determine if new information was received and action taken immediately.

19. Review case events (02.10)) and participant events for NCP to determine if all location leads indicated in the case were researched and dispositioned timely and correctly per policy and procedures. Review participant events for NCP (02.10).

Were manual locations entered using 03.16 and system locations entered using 03.17.
* Look for the "L" and "M" events.

20. Review address maintenance (02.05). Has POTN and MAIL addresses been verified?
If not, has postmaster verification letters been generated to update address
information.   Make sure address maintenance screen documented regarding
verification dates and address type.

Review employment history screen (02.08). Are there multiple open employer
records? If so, has the agent initiated follow up to close all records no longer needed?
Make sure employment record is updated with current employer data (start date,
salary, pay frequency, pay cycle date, verification date, source, and medical insurance
availability field). Is the correct EIN# associated with the employment record? Was
the employment record created correctly for self employer NCP's? Was a request
sent to SIVD1158 if employer needs to be added to TPT? Also review the participant
level events for the NCP (02.10, NCP's MPI#).

21. Review the Medical Insurance Availability Field on EHB (02.08) and the Medical
Insurance Record (02.07). Was the medical insurance field properly completed and
notes entered regarding availability of insurance? Was the medical insurance record
created and all participants added? Does the employer reflected on the medical
insurance record reflect the same EIN# attached to the employer on EHB?

22. Review the case processing field (02.02, F9, F9) to determine if the case is in the
correct processing status.

Cases Not Under Order

**If paternity is at issue for the child(ren), and there is a POTN, MAIL, RES address
or open employer for the NCP, the case processing status is "PAT".

If paternity is **not at issue for the child(ren), and there is a MAIL, RES, or POTN
address without a verification date and no open employer record, the case processing
status is " EST".

**Whether paternity is at issue for the child(ren) or not, and there is no Mail, RES, or
POTN address or open employer record the case is in the "LOCT" processing status.

23. Review case events (02.10) and participant events for NCP.

24. Review worklists associated with case and participant (03.01). Use View Option #3.

PATERNITY

25. Review case events (02.10). Was civil action initiated within federal timeframes to
establish paternity and support? Look for the ECVS or EAPS events.

26. Review case events (02.10). Was service information entered in ACTS correctly per IV-D policy and ACTS procedures? Look for the service information on the ECVS and EAPS case events.

27. Review case events (02.10). Was the "PXGT" (paternity excluded genetic test) event created if NCP excluded?

28. Review the case processing status field on C8C (02.02, F9, F9) to determine if the case is in the correct processing status. Was the address maintenance field updated if there was unsuccessful service?

29. Review case events (02.10) and the paternity test record (02.14 , child's MPI#) . Does the case events indicate genetic testing was requested and scheduled properly? Was the genetic test appointment dispositioned? Were the test result entered in ACTS per IV-D policy and procedures? Were the results of the testing mailed to both parties?

30. Review screen C2A (02.01). Was the correct paternity disposition entered?

31. Review case events and child's participant events (02.10). If paternity was established by affidavit of parentage generated by the agency, were the PEAP events created and dispositioned with "SIGN". If it was hospital based paternity, was a PEAP event created and the client and NCP information attached to the notes? Look for the PEST event (02.10). Also review screen C6A (02.02.F9). Was the case in the correct processing status when paternity was established?

32. Review case events (02.10). Was the genetic test stipulation generated and signed (look for the PAGT event).

33. Review court order information on FOD (05.05) or (02.16). Was the order entered correctly per IV-D policy and ACTS procedures. Make sure the docket# , pay type field (NONE) and terms field (PENS) were entered.

34. Review case events (02.10) Was CRIA event created if referred to attorney for review? Was "SELF" event created when documents referred to IV-D supervisor for review, if appropriate?

35. Review case events (02.10). Were notes attached to all applicable events and OOPS disposition entered for all documents not used?

36. Review worklists associated with case and participant (03.01). Use View Option #3.

SUPPORT/MEDICAL

37. Review case events (02.10). Was legal action or appointment scheduled for client and NCP to pursue support order?

38. Review case events (02.10). Was service information entered in ACTS correctly per IV-D policy and ACTS procedures? Look for the service information on the ECVS and EAPS case events.

39. Review case events (02.10) Were there event notes that indicate the amount of PPPA and how the ability to pay was determined?

40. Review case events (02.10) and child's supplemental screen (02.01, child's MPI and F10). Was PPPA requested through ACTS Interface? Look for the PPAS and PPAR participant case events. There should also be notes entered on the Civil Complaint, Hearing event and or the Order event indicating the amount of PPPA ordered. If PPA was not pursued, make sure case events documentation reflects why.

41. Review case events (02.10) Look for the EVCS (civil summons) EAPS(application summons) ECVA (Alias and Pluries), ESUB(Subpoena) and ,ENOH (Notice of Hearing) events. Were process service information entered?

42. Review case events (02.10). Was CRIA event created and dispositioned with CRFA when returned from the attorney?

43. Review case events (02.10). Was the correct legal documents generated according to the legal action needed on the case per IV-D policy and procedures?

44. Review Medical Insurance Record (02.07, NCP's MPI#). Was the medical insurance record completed with all the available information. Was the Premium Cost field completed? Make sure the employer attached to this record has the same EIN# as reflected on EHB. F2 to ensure the participants were added.

45. Review the court order terms (05.05), hearing event , OVSA and or OCVL case events (02.10).   Does it reflect medical was ordered? If not, are there notes attached advising why medical was not ordered.? Was the insurance claim information letter sent to client.   Look for the RICI case event.

46. Review case events (02.10) Is there an OBAM event present? Are there notes attached reflecting income amount used for NCP and client, medical insurance costs, NCP other obligatons, other dependents for NCP and client etc?

47. Review case events (02.10). Look at the ICL1, ICL2 (client interview). Is there documentation in note of verified daycare or extraordinary expenses?

48. Review case events and participant events (02.10). Were applicable events dispositioned correctly per IV-D policy and ACTS procedures?

49. Review court order screen (05.05) or 02.16. Were all the required fields (docket#, order date, start date, court/adm fips, terms etc.) completed per IV-D policy and ACTS procedures? Make sure the medical support services field was also completed. (Note: this field is tied to our case management goals for medical even though it is not a required field). Review the court order information on Screen FOD with the notes attached to the hearing event or the OVSA/OCVL event to ensure they reflect the same. Make sure the financial extensions were entered correctly for csup and arrears if applicable. If the order is for medical support only, make sure the correct docket# format is used.

50. Review case events (02.10), medical availability field on EHB (02.08) and the Medical Support Services field on FOD (02.16). Were these fields completed per IV-D policy and ACTS procedures. (Note: if medical support is not included in the order, this field must be completed to indicate why it was not ordered). Are there notes attached to EHB advising when medical will be available if not currently available? Were future worklist items created to follow up on medical ?

51. Review medical insurance record (02.07) to ensure all required fields completed. Also review the "Client Has Medical Support" field on C8C.

52. Review C8C (02.02, F9, F9). Review the case processing status field.

53. Review worklists associated with case and participant (03.01). Use View Option #3.

ENFORCEMENT/NON COURT ACTION

54. Review case events (02.10) for the "DELQ" event. Was any type of enforcement action (HOSC/W/W, etc) taken within 30 days of creation of event?

55. Review case events (02.10). Is there proper documentation of unsuccessful locate or is there a "LSUC" participant event ? Was any type of enforcement action taken within 30 days of location of the NCP.

56. Review case events , NCP participant event (02.10) and EHB (02.08). Look at when the new employer was found and information entered on EHB properly to generate income withholding. Look for the following case events associated with income withhholding: WNOW(Original Notice of Obligation) and WWOW (Notice to Income Other Than Wages). Make sure service of process information was entered for these events.

57. Review case events (02.10) for certificate of service event (ECOS). If this event was not created, was document event OOPS?

58. Review screen C8C (02.02, F9, F9). Make sure the case is in DELQ or COLL processing status, whichever is appropriate.

59. Review Tax Intercept Data screen (02.15 NPC's MPI#) and 05.13.

60. Review workman's compensation for NCP (02.06, F6). If there are records present for the NCP was this information verified and I/W initiated? Look for the WWOW participant event. Review EHB also to ensure the correct employer record was built using "5555555555" in the ID field and add notes indicating the source of "other wages". Make sure the WWOW event has process of service information.

61. Review EHB (02.13). Make sure the required fields were completed.

62. Review EHB (02.13) and case events (02.10). Make sure the Employer Compliance field is set correctly and service information was entered on the I/W event so that ACTS can monitor employer compliance. Review the WMJE case event to see if action was taken. Was process of service information entered or OOPs if not sent to employer. Does a TCEM exist reflecting the agent has contacted the employer to resolve the problem? Was the employer record closed if the NCP is no longer employed?

63. Review case events (02.10). Review document events to ensure all appropriate documents generated and OOPS if not used.

64. Review case events (02.10) Was CRIA event created if referred to attorney for review or was a SELF event created if referred to supervisor for review.

65. Review case events (02.10), medical availability field on EHB (02.08) and the Medical Support Services field on FOD (02.16).   Were these fields completed per IV-D policy and ACTS procedures? Review the Medical Insurance Availability Field on EHB (02.08) and the Medical Insurance Record (02.07). Was the medical insurance field properly completed and notes entered regarding availability of insurance? Was the medical insurance record created and all participants added? Does the employer reflected on the medical insurance record reflect the same EIN# attached to the employer on EHB?

66. Review case and participant events (02.10).

67. Review worklists associated with case and participant (03.01). Use View Option #3.

COURT ACTION

68. Review case events (02.10) for HOSC, HJEM, HFPM etc. Was process of service information entered ?

69. Review case processing status field on C8C. Is the case in the correct processing status of DELQ, LOCT, or COLL?

70. Review case events (02.10). Were all enforcement remedies (I/W, Show Cause, Liens, Bonds, Registration , Revocation of Professional/Occupation License, UIB etc) examined?

71. Review scheduling maintenance (03.02) for the desired period. Was the correct type hearing scheduled ?   Review case events (02.10). Was the hearing dispositioned correctly per the results of the court hearing and through the scheduling maintenance? (Note: if the hearing remains on the scheduling maintenance and a disposition is entered on the case events, the hearing was dispositioned using the incorrect ACTS procedures.

72. Review case events(02.10). Were the appropriate documents for the action needed on the case for enforcement? Was process of service entered?

73. Review case events (02.10). Look for a CRIA case event and notes attached. Look for SELF event for case synopis if applicable. CRIA case event should have a CRFA disposition when documents returned from attorney.

74. Review case events (02.10).

75. Court Observation, and review of case synopsis in hard file. Make sure court preparation was thorough, concise, enabling attorney to move swiftly and proficiently through the court docket.

76. Review court order (05.05), order payment details (05.02) and calendar month distribution (05.09). Are there adjustments needed to the order and distribution sides. If frequency added to arrears balance, does court order reflect same?

77. Review case events and notes attached to hearings (02.10). Was all action taken needed as a result of the hearing timely?

78. Review case event (02.10). Look for ECCO (Order for Civil Contempt), EOFA(Order for Arrest) ECON (Order for Continuance) etc events.

79. Review court order (05.05) and compare same to hearing event notes attached.

80. Review court order (05.05)(current court order), and order payment details (05.02). On the court order look for the "Reason for Mod" field to be completed. While on the FOD screen, F6 (Order Extent) and review the arrears extensions to determine if the arrears are now adjudicated. Now Select the adjudicated arrears extension to review the tax intercept indicator.

Review case events (02.10) to determine if the case processing status was changed to COLL if appropriate.

81. Review case events (02.10) hearing event notes. Is there documentation of medical insurance availability? Also review employer data (02.08) to see if the MED AVAIL field completed for current employer.

82. Review Tax Intercept Data screen (02.15 NPC's MPI#) and 05.13.

83. Review worklists associated with case and participant (03.01). Use View Option #3.

MOD/REVIEW

84. Review case events (02.10). Ensure the review was based on IV-D policy. Look for the RARD case event (Review and Adjustment Denied). Was the correct disposition entered for this event?

85. Review case events(02.10) Make sure the review requested was followed up. Was there reverification of the NCP's wages and medical insurance cost?

86. Review Screen C8C, Processing Status Field (02.02, F9, F9). Ensure the case is in the correct processing status (COLL, DELQ).

87. Review case events (02.10). Look for the appropriate review and adjustment case events. Examples could be "RRRC", "RARE" and "RNIR" and "RARD".

88. Review medical insurance record (02.07). Make sure participants are added and the attached employer EIN# corresponds with the current employer EIN# on EHB. Was end dates entered on all appropriate medical records? Was the "RICI" event created indicating insurance information provided to the client.

89. Review case events (02.10) and scheduling maintenance 03.02).   Make sure hearing events were created through scheduling maintenance and dispositioned .

90. Review employment maintenance (02.08) and ESC. Make sure the EIN# on EHB correspond with the EIN# in ESC for correct employer. If employer is not found in ESC, review case to

91. Review income withholding worksheet (05.23) to ensure all appropriate cases (cases that meet income withholding requirements) are attached.

92. Review worklists associated with case and participant (03.01). Use View Option #3.

93. Review case events (02.10).

94. Review case events (02.10).   Look at hearing event date and attached notes of the results. Look to see when the court order notices were generated.

95. Review case events (02.10). Were notes attached to all applicable events and OOPS disposition entered for all documents not used?

96. Review worklists associated with case and participant (03.01). Use View Option #3.